

INTERAGENCY AGREEMENT		1. IAA NO. NRC-HQ-10-17-I-0001		PAGE 1 OF 21	
2. ORDER NO.		3. REQUISITION NO. OCIO-17-0005		4. SOLICITATION NO.	
5. EFFECTIVE DATE 12/01/2016		6. AWARD DATE 11/29/2016		7. PERIOD OF PERFORMANCE 12/01/2016 TO 11/30/2017	
8. SERVICING AGENCY OFFICE OF THE SECRETARY ALC: DUNS: +4: 1849 C STREET NW WASHINGTON DC 20240-0001 POC Luciana Adams TELEPHONE NO. 202-513-7679		9. DELIVER TO NUCLEAR REGULATORY COMMISSION NUCLEAR REGULATORY COMMISSION WASHINGTON DC 20555-0001 USA			
10. REQUESTING AGENCY ACQUISITION MANAGEMENT DIVISION ALC: DUNS: +4: US NUCLEAR REGULATORY COMMISSION ONE WHITE FLINT NORTH 11555 ROCKVILLE PIKE ROCKVILLE MD 20852-2738 POC Fatima Shuler TELEPHONE NO. 301-415-7044		11. INVOICE OFFICE US NUCLEAR REGULATORY COMMISSION ONE WHITE FLINT NORTH 11555 ROCKVILLE PIKE MAILSTOP 03-E17A ROCKVILLE MD 20852-2738			
12. ISSUING OFFICE US NRC - HQ ACQUISITION MANAGEMENT DIVISION MAIL STOP TWFN-5E03 WASHINGTON DC 20555-0001		13. LEGISLATIVE AUTHORITY Economy Act			
		14. PROJECT ID			
		15. PROJECT TITLE SERVICE LEVEL AGREEMENT FOR NRC, FCG 30723			
16. ACCOUNTING DATA See Schedule					
17. ITEM NO.	18. SUPPLIES/SERVICES	19. QUANTITY	20. UNIT	21. UNIT PRICE	22. AMOUNT
	The contractor shall provide the Nuclear Regulatory Commission (NRC) with services for Customer Satisfaction Survey and GovDelivery Email Subscription for the NRC Public Website. Master IAA: N/A				
23. PAYMENT PROVISIONS		24. TOTAL AMOUNT \$138,000.00			
25a. SIGNATURE OF GOVERNMENT REPRESENTATIVE (SERVICING) LUCIANA ADAMS Digitally signed by LUCIANA ADAMS DN: cn=US, o=U.S. Government, ou=Department of the Interior, ou=Office of the Secretary of the Interior, cn=LUCIANA ADAMS		25b. NAME AND TITLE ADAMS		25a. SIGNATURE OF GOVERNMENT REPRESENTATIVE (REQUESTING) Fatima Shuler	
25b. NAME AND TITLE ADAMS		25b. CONTRACTING OFFICER FATIMA SHULER		26c. DATE 11/29/2016	

United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
General Terms and Conditions (GT&C) Section

IAA Number NRC-HQ-10-17-I-0001 - 0000 -
GT&C # _____ Order # Amendment/Mod # _____

DEPARTMENT AND/OR AGENCY											
1.	<table border="1" style="width: 100%; border-collapse: collapse;"><thead><tr><th style="width: 15%;"></th><th style="width: 45%;">Requesting Agency of Products/Services</th><th style="width: 40%;">Servicing Agency Providing Products/Services</th></tr></thead><tbody><tr><td style="text-align: center;">Name</td><td>Nuclear Regulatory Commission</td><td>Dept of the Interior, Federal Consulting Group (FCG), Office of the Secretary</td></tr><tr><td style="text-align: center;">Address</td><td>One White Flint North Building, 11555 Rockville Pike, Rockville, MD 20852</td><td>1849 C St NW, MS MIB 2256 Washington DC 20240-0001</td></tr></tbody></table>		Requesting Agency of Products/Services	Servicing Agency Providing Products/Services	Name	Nuclear Regulatory Commission	Dept of the Interior, Federal Consulting Group (FCG), Office of the Secretary	Address	One White Flint North Building, 11555 Rockville Pike, Rockville, MD 20852	1849 C St NW, MS MIB 2256 Washington DC 20240-0001	
	Requesting Agency of Products/Services	Servicing Agency Providing Products/Services									
Name	Nuclear Regulatory Commission	Dept of the Interior, Federal Consulting Group (FCG), Office of the Secretary									
Address	One White Flint North Building, 11555 Rockville Pike, Rockville, MD 20852	1849 C St NW, MS MIB 2256 Washington DC 20240-0001									
2. Servicing Agency Agreement Tracking Number (Optional) <u>30723</u>											
3. Assisted Acquisition Agreement Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>											
4. GT&C Action (Check action being taken) <input checked="" type="checkbox"/> New <input type="checkbox"/> Amendment – Complete only the GT&C blocks being changed and explain the changes being made. Renewal of satisfaction and digital subscription management services (30511) per the attached FCG agreement 30723 SOS. <input type="checkbox"/> Cancellation – Provide a brief explanation for the IAA cancellation and complete the effective End Date.											
5. Agreement Period Start Date <u>12-01-2016</u> End Date <u>11-30-2017</u> of IAA or effective cancellation date MM-DD-YYYY MM-DD-YYYY											
6. Recurring Agreement (Check One) A Recurring Agreement will continue, unless a notice to discontinue is received. Yes <input checked="" type="checkbox"/> If Yes, is this an: Annual Renewal <input checked="" type="checkbox"/> Other Renewal <input type="checkbox"/> State the other renewal period: _____ No <input type="checkbox"/>											
7. Agreement Type (Check One) <input checked="" type="checkbox"/> Single Order IAA <input type="checkbox"/> Multiple Order IAA											
8. Are Advance Payments Allowed for this IAA (Check One) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes is checked, enter Requesting Agency's Statutory Authority Title and Citation											
Note: Specific advance amounts will be captured on each related Order.											

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9. Estimated Agreement Amount (The Servicing Agency completes all information for the estimated agreement amount.)
(Optional for Assisted Acquisitions)

Direct Cost	<u>\$138,000.00</u>
Overhead Fees & Charges	<u> </u>
Total Estimated Amount	<u>\$138,000.00</u>

Provide a general explanation of the Overhead Fees & Charges

10. STATUTORY AUTHORITY

a. Requesting Agency's Authority (Check One)

Franchise Fund	Revolving Fund	Working Capital Fund	Economy Act (31 U.S.C. 1535/FAR 17.5)	Other Authority
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Fill in Statutory Authority Title and Citation for Franchise Fund, Revolving Fund, Working Capital Fund, or Other Authority

b. Servicing Agency's Authority (Check One)

Franchise Fund	Revolving Fund	Working Capital Fund	Economy Act (31 U.S.C. 1535/FAR 17.5)	Other Authority
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Fill in Statutory Authority Title and Citation for Franchise Fund, Revolving Fund, Working Capital Fund, or Other Authority
43 U.S.C. 1467 Et seq., the Working Capital Fund Act

11. Requesting Agency's Scope (State and/or list attachments that support Requesting Agency's Scope.)

Service Level Agreement for NRC, FCG 30723

12. Roles & Responsibilities for the Requesting Agency and Servicing Agency (State and/or list attachments for the roles and responsibilities for the Requesting Agency and the Servicing Agency.)

Service Level Agreement for NRC, FCG 30723

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13. Restrictions (Optional) (State and/or attach unique requirements and/or mission specific restrictions specific to this IAA).

14. Assisted Acquisition Small Business Credit Clause (The Servicing Agency will allocate the socio-economic credit to the Requesting Agency for any contract actions it has executed on behalf of the Requesting Agency.)

15. Disputes: Disputes related to this IAA shall be resolved in accordance with instructions provided in the Treasury Financial Manual (TFM) Volume I, *Intragovernmental Business Rules* Bulletin, available on the TFM Web site at <http://www.fms.treas.gov/tfm/vol1/bull.html>.

16. Termination (Insert the number of days that this IAA may be terminated by written notice by either the Requesting or Servicing Agency.)

60

If this agreement is canceled, any implementing contract/order may also be canceled. If the IAA is terminated, the agencies shall agree to the terms of the termination, including costs attributable to each party and the disposition of awarded and pending actions.

If the Servicing Agency incurs costs due to the Requesting Agency's failure to give the requisite notice of its intent to terminate the IAA, the Requesting Agency shall pay any actual costs incurred by the Servicing Agency as a result of the delay in notification, provided such costs are directly attributable to the failure to give notice.

17. Assisted Acquisition Agreements – Requesting Agency's Organizations Authorized To Request Acquisition Assistance for this IAA. (State or attach a list of Requesting Agency's organizations authorized to request acquisition assistance for this IAA.)

18. Assisted Acquisition Agreements – Servicing Agency's Organizations authorized to Provide Acquisition Assistance for this IAA. (State or attach a list of Servicing Agency's organizations authorized to provide acquisition for this IAA.)

19. Requesting Agency Clause(s) (Optional) (State and/or attach any additional Requesting Agency clauses.)

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20. Servicing Agency Clause(s) (Optional) (State and/or attach any additional Servicing Agency clauses.)

21. Additional Requesting Agency and/or Servicing Agency Attachments (Optional) (State and/or attach any additional Requesting Agency and/or Servicing Agency attachments.)

22. Annual Review of IAA

By signing this agreement, the parties agree to annually review the IAA if the agreement period exceeds one year. Appropriate changes will be made by amendment to the GT&C and/or modification to any affected Order(s).

AGENCY OFFICIAL

The Agency Official is the highest level accepting authority or official as designated by the Requesting Agency and Servicing Agency to sign this agreement. Each Agency Official must ensure that the general terms and conditions are properly defined, including the stated statutory authorities, and, that the scope of work can be fulfilled per the agreement.

The Agreement Period Start Date (Block 5) must be the same as or later than the signature dates.

Actual work for this IAA may NOT begin until an Order has been signed by the appropriate individuals, as stated in the Instructions for Blocks 37 and 38.

23.	Requesting Agency	Servicing Agency
Name	Fatima.Shuler@nrc.gov	Jessica Reed
Title	Contracting Officer	Director, FCG
Telephone Number(s)	(301) 415-7044	(202) 208-4699
Fax Number		(202) 208-5184
Email Address	Fatima.Shuler@nrc.gov	jessica_reed@ios.doi.gov
SIGNATURE	Fatima Shuler <small>Digitally signed by Fatima Shuler DN: cn=US, o=U.S. Government, ou=Department of the Interior, ou=Office of the Secretary of the Interior, cn=JESSICA REED, 0.9.2342.19200300.100.1.1=14001000590751 Date: 2016.11.14 13:37:10 -05'00'</small>	JESSICA REED <small>Digitally signed by JESSICA REED DN: cn=US, o=U.S. Government, ou=Department of the Interior, ou=Office of the Secretary of the Interior, cn=JESSICA REED, 0.9.2342.19200300.100.1.1=14001000590751 Date: 2016.11.14 13:37:10 -05'00'</small>
Approval Date		

United States Government
Interagency Agreement (IAA) – Agreement Between Federal Agencies
Order Requirements and Funding Information (Order) Section

IAA Number NRC-HQ-10-17-I-0001

GT&C # _____ Order # _____ Amendment/Mod # _____

Servicing Agency's Agreement
Tracking Number (Optional) 30723

PRIMARY ORGANIZATION/OFFICE INFORMATION					
24.	Requesting Agency		Servicing Agency		
Primary Organization/Office Name	Nuclear Regulatory Commission		Dept of the Interior, Federal Consulting Group (FCG), Office of the Secretary		
Responsible Organization/Office Address	One White Flint North Building, 11555 Rockville Pike, Rockville, MD 20852		1849 C St NW, MS MIB 2256 Washington DC 20240-0001		
ORDER/REQUIREMENTS INFORMATION					
<p>25. Order Action (Check One)</p> <p><input checked="" type="checkbox"/> New</p> <p><input type="checkbox"/> Modification (Mod) – List affected Order blocks being changed and explain the changes being made. For Example: for a performance period mod, state new performance period for this Order in Block 27. Fill out the Funding Modification Summary by Line (Block 26) if the mod involves adding, deleting or changing Funding for an Order Line. Renewal of one entry-level measurements of customer satisfaction per the attached FCG agreement 30723</p> <p><input type="checkbox"/> Cancellation – Provide a brief explanation for Order cancellation and fill in the Performance Period End Date for the effective cancellation date.</p>					
26. Funding Modification Summary by Line	Line # _____	Line # _____	Line # _____	Total of All Other Lines (attach funding details)	Total
Original Line Funding	\$ 138,000.00	\$	\$	\$	\$ 138,000.00
Cumulative Funding Changes From Prior Mods (addition (+) or reduction (-))	\$	\$	\$	\$	\$ 0.00
Funding Change for This Mod	\$	\$	\$	\$	\$ 0.00
TOTAL Modified Obligation	\$ 138,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 138,000.00
Total Advance Amount (-)	\$	\$	\$	\$	\$ 0.00
Net Modified Amount Due	\$ 138,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 138,000.00
<p>27. Performance Period</p> <p>For a performance period mod, insert the start and end dates that reflect the new performance period.</p>					
Start Date		12-01-2016		End Date	
MM-DD-YYYY		MM-DD-YYYY		MM-DD-YYYY	

IAA Order

IAA Number NRC_HQ-10-17-I-0001

GT&C #

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Servicing Agency's Agreement

Tracking Number (Optional) 30723

28. Order Line/Funding Information										Line Number _____							
Requesting Agency Funding Information										Servicing Agency Funding Information							
ALC		31-00-0001								14-01-0001							
Component	SP	ATA	AID	BPOA	EPOA	A	MAIN	SUB	SP	ATA	AID	BPOA	EPOA	A	MAIN	SUB	
TAS			031			X	0200	000			014			X	4523	000	
BETC		DISB								COLL							
Object Class Code (Optional)		251B															
BPN		040535809								130907426							
BPN + 4 (Optional)																	
Additional Accounting Classification/Information (Optional)		Req OCIO-17-0005 2017-10-51-1-156-6067								Cost Center: DS64950000 Please See Additional info Page for Additional Accounting							
Requesting Agency Funding Expiration Date NO YEAR MM-DD-YYYY										Requesting Agency Funding Cancellation Date NO YEAR MM-DD-YYYY							
Website Satisfaction Survey																	
Project Number & Title																	
Description of Products and/or Services, including the Bona Fide Need for this Order (State or attach a description of products/services, including the bona fide need for this Order.)																	
See attached Service Level Agreement for NRC, FCG 30723																	
North American Industry Classification System (NAICS) Number (Optional) _____																	
Breakdown of Reimbursable Line Costs										OR Breakdown of Assisted Acquisition Line Cost:							
Unit of Measure								Contract Cost		\$							
Quantity		Unit Price		Total				Servicing Fees		\$							
1		\$138,000.00		\$ 138,000.00				Total Obligated Cost		\$ 0.00							
Overhead Fees & Charges				\$				Advance for Line (-)		\$							
Total Line Amount Obligated				\$ 138,000.00				Net Total Cost		\$ 0.00							
Assisted Acquisition Servicing Fees Explanation																	
Advance Line Amount (-)				\$													
Net Line Amount Due				\$ 138,000.00													
Type of Service Requirements																	
<input type="checkbox"/> Severable Service <input checked="" type="checkbox"/> Non-severable Service <input type="checkbox"/> Not Applicable																	

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Servicing Agency's Agreement

Tracking Number (Optional) 30723

29. Advance Information (Complete Block 29 if the Advance Payment for Products/Services was checked "Yes" on the GT&C.)

Total Advance Amount for the Order \$ _____ [All Order Line advance amounts (Block 28) must sum to this total.]

Revenue Recognition Methodology (according to SFAS 7) (Identify the Revenue Recognition Methodology that will be used to account for the Requesting Agency's expense and the Servicing Agency's revenue)

- ☐ Straight-line Provide amount to be accrued \$ _____ and Number of Months _____
- ☐ Accrual Per Work Completed - Identify the accounting posting period:
- ☐ Monthly per work completed & invoiced
- ☐ Other - Explain other regular period (bimonthly, quarterly, etc.) for posting accruals and how the accrual amounts will be communicated if other than billed.

30. Total Net Order Amount: \$ 138,000.00

[All Order Line Net Amounts Due for reimbursable agreements and Net Total Costs for Assisted Acquisition Agreements (Block 28) must sum to this total.]

31. Attachments (State or list attachments.)

- ☐ Key project and/or acquisition milestones (Optional except for Assisted Acquisition Agreements)
- ☐ Other Attachments (Optional)

BILLING & PAYMENT INFORMATION

32. Payment Method (Check One) [Intra-governmental Payment and Collection (IPAC) is the Preferred Method.]

If IPAC is used, the payment method must agree with the IPAC Trading Partner Agreement (TPA).

- ☐ Requesting Agency Initiated IPAC ☒ Servicing Agency Initiated IPAC
- ☐ Credit Card ☐ Other - Explain other payment method and reasoning _____

33. Billing Frequency (Check One)

- ☐ Monthly ☐ Quarterly ☒ Annually Billing Frequency (include explanation) _____ IPAC on start of subscription

34. Payment Terms (Check One)

- ☐ 7 days ☒ Other Payment Terms (include explanation): _____ Annually

IAA Order

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35. Funding Clauses/Instructions (Optional) (State and/or list funding clauses/instructions.)

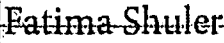

36. Delivery/Shipping Information for Products (Optional)

Agency Name	
Point of Contact (POC) Name & Title	
POC Email Address	
Delivery Address /Room Number	
POC Telephone Number	
Special Shipping Information	


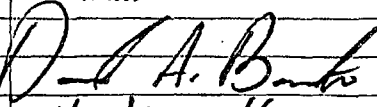
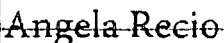
APPROVALS AND CONTACT INFORMATION

37. PROGRAM OFFICIALS

The Program Officials, as identified by the Requesting Agency and Servicing Agency, must ensure that the scope of work is properly defined and can be fulfilled for this Order. The Program Official may or may not be the Contracting Officer depending on each agency's IAA business process.

	Requesting Agency	Servicing Agency
Name	Fatima Shuler	Jessica Reed
Title	Contracting Officer	Director, FCG
Telephone Number	(301) 415-7044	(202) 513-7679
Fax Number		(202) 208-5184
Email Address	Fatima.Shuler@nrc.gov	jessica_reed@doi.gov
SIGNATURE		
Date Signed		

38. FUNDING OFFICIALS - The Funds Approving Officials, as identified by the Requesting Agency and Servicing Agency, certify that the funds are accurately cited and can be properly accounted for per the purposes set forth in the Order. The Requesting Agency Funding Official signs to obligate funds. The Servicing Agency Funding Official signs to start the work, and to bill, collect, and properly account for funds from the Requesting Agency, in accordance with the agreement.

	Requesting Agency	Servicing Agency
Name	Angela Recio	
Title	Program Analyst (Fin. Planning Branch)	By direction, Budget Officer, Office of the Secretary
Telephone Number	(301) 415-8094	PH: 202-208-4989
Fax Number		
Email Address	Angela.Recio@nrc.gov	
SIGNATURE		
Date Signed		11-16-2016

IAA Order

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Servicing Agency's Agreement

Tracking Number (Optional) 30723

CONTACT INFORMATION		
FINANCE OFFICE Points of Contact (POCs) The finance office points of contact must ensure that the payment (Requesting Agency), billing (Servicing Agency), and advance/accounting information are accurate and timely for this Order.		
39.	Requesting Agency (Payment Office)	Servicing Agency (Billing Office)
Name		Lucy Adams
Title		Program Analysis
Office Address		
Telephone Number		(202) 513-7679
Fax Number		(202) 208-5184
Email Address		luciana_adams@doi.gov
Signature & Date (Optional)		
40. ADDITIONAL Points of Contacts (POCs) (as determined by each Agency) This may include CONTRACTING Office Points of Contact (POCs).		
	Requesting Agency	Servicing Agency
Name	Jeffrey Main	
Title	Contracting Officer Representative	
Office Address		
Telephone Number	(301) 287-0807	
Fax Number		
Email Address	Jeffrey.Main@nrc.gov	
Signature & Date (Optional)		
Name		
Title		
Office Address		
Telephone Number		
Fax Number		
Email Address		
Signature & Date (Optional)		
Name		
Title		
Office Address		
Telephone Number		
Fax Number		
Email Address		
Signature & Date (Optional)		



*Federal Consulting Group
US Department of the Interior*

**STATEMENT OF SERVICES FOR THE
NUCLEAR REGULATORY COMMISSION (NRC)
OFFICE OF THE CHIEF INFORMATION OFFICER
FCG IA Number: 30723**

1. PURPOSE:

This Statement of Services describes the support by the U.S. Department of the Interior's Federal Consulting Group (FCG) to the Nuclear Regulatory Commission (NRC) for the delivery of twelve months of Full Service customer satisfaction and assessment and improvement service, one Premier Service Package and the use of the Session Replay tool for the www.nrc.gov website, twelve months Mobile subscription survey service on m.nrc.gov, and one twelve month subscription to GovDelivery's digital subscription management system for an unlimited number of subscriptions and subscribers on all NRC website domains.

2. BACKGROUND:

The FCG is a Federal government organization that has been serving the Federal community for over 20 years. It is a fee-for-service working capital activity within the Department of the Interior. The staff is comprised of senior leaders and executives from throughout the Federal government who have managed major programs and led the transformation process to achieve high performing, citizen centered organizations. The Group is often referred to as "insiders with outsiders" knowledge. FCG invests in its customers' future and commits to their success in creating customer-driven, value-added organizations.

FCG is the executive agent for Web and Mobile and brings best practices from both the public and the private sectors to help senior government leaders achieve top results. FCG offers a tailored, collaborative approach to consulting and seeks to develop leaders so that they continue to lead change themselves. FCG consultants have visibility and regular contact with political leaders and senior executives from other agencies and can share their "lessons learned" in bringing about positive change.

FCG makes digital subscription management services available to Federal departments and agencies to support improving customer satisfaction with Federal websites. Research has shown that Federal websites which proactively communicate with customers can improve customer satisfaction and increase usage of websites

3. SCOPE OF WORK (ACSI WEBSITE ASSESSMENTS):

The FCG team, will collaborate with the NRC web team in performing website assessment and improvement services on www.nrc.gov and m.nrc.gov. These services shall include continued use of econometric models based on the methodology and customized for the designated website. These models shall include relevant elements that drive customer satisfaction, satisfaction itself, and desirable customer behaviors.

To obtain data for processing by the models, the FCG team shall continue collaboration with NRC in conducting an on-line survey for the two websites with multiple, model-related questions for the selected website elements, satisfaction, and future behaviors. In addition, the surveys shall include customized questions developed by NRC that are not related to the model but desirable for informational purposes and general analysis. These questions may be deleted, modified, or replaced at appropriate intervals during the subscription period.

In collecting, analyzing and reporting the data, this project shall be executed in full compliance with the Privacy Act of 1974. Furthermore, FCG shall obtain clearance from the Office of Management and Budget for this survey under the Paperwork Reduction Act.

Customers using the NRC websites shall be selected to take the on-line survey based on sampling parameters that are determined by NRC and implemented by parameter files provided by the FCG team. The FCG team shall process the survey data in the models and provide on-line access to the data, scores, reports, and analysis. The FCG team shall continue to contact NRC periodically to discuss survey results, make necessary changes in sampling or non-model questions, provide additional analysis, and make recommendations regarding changes in the website.

This service complies with Federal Section 508 guidelines for accessibility.

CLIENT SERVICES :

A **Satisfaction Research Analyst (SRA)** of the FCG team shall be assigned to work with the NRC in order to provide a high-level of personalized service throughout the duration of these subscriptions. The responsibilities of this SRA include:

- Acting as NRC's day-to-day contact, promptly responding to NRC questions and issues and maintaining a strong relationship with NRC throughout the duration of this agreement
- Working with NRC to create custom survey models with the appropriate blend of model and custom questions to meet business objectives
- Acting as liaison with the FCG team as necessary
- Orienting NRC to the Online Portal and to other available tools and reports
- Analyzing survey data on a regular basis
- Coordinating the creation of monthly and other scheduled reports with the FCG team
- Interpreting survey results to find actionable insights, trends, improvement opportunities and other findings from the voice of customer data and creating Satisfaction Insight Review presentations based on the data

- Facilitating quarterly Satisfaction Insight Reviews with NRC client teams in a phone based meeting.

Skip Logic – This enables NRC to add and remove questions based on answers to previous questions.

Continuous online reporting is provided with 24/7 access to data that is continuously updated through an online portal. This portal enables NRC to continuously monitor customer satisfaction, stay on top of performance trends and easily share voice of the customer data throughout the NRC organization. NRC can view data by day, month or a custom date range. In addition, data can be exported to Excel for sharing throughout NRC. Through this online portal, NRC can conveniently access:

- Satisfaction Summary – shows current scores for each element and respective impacts in an intuitive and graphical format for data in a range specified by NRC
- Priority Map – shows the elements of the website that need the most attention in a “bubble chart” for data in a range specified by NRC. This Priority Map provides an “at-a-glance” view of where NRC should invest resources for site improvement which are based on elements with lower scores and higher impacts.
- Model Question Scores – NRC can view responses on a 10-point scale for every model question in the survey.
- Custom Question Details – NRC can view pie and bar charts question response distributions
- Open-ended Data – NRC can see actual verbatim responses to open-ended survey questions.
- Activity Reports – provides NRC with a graphical and text format showing the surveys presented and completed by customers over time for a specific date range.
- “What If” Calculator – allows NRC to see the expected impact from increasing satisfaction with a specific element.
- Recent research commentaries and white papers by the FCG Team, including the quarterly E-Government Satisfaction Index.

Basic Scheduled Reports

NRC can receive these two reports via email at intervals selected at the beginning of its service term at intervals it chooses (weekly, monthly, etc.) up to daily. The two basic scheduled reports are:

- Satisfaction Summary: provides element, overall satisfaction and future behavior scores.
- Open-ended Comments: provides list of all verbatim responses to open-end questions.

Monthly Summary Reports are provided and include:

- Satisfaction Summary – shows element, overall satisfaction and future behaviors scores and impacts

- Priority Map – shows a quadrant chart that categorizes elements by priority for improvement based on scores and impacts.
- Satisfaction and Element Trend lines – provides monthly trend lines for satisfaction and high-priority elements
- Model Question Averages – provides average scores on a 10-point scale for model questions
- Question Distributions – provides distributions by answer choice for both custom and model questions shown as pie or bar charts
- Open-ended Questions – provides text answers to open-ended questions
- In-depth analysis by assigned SRA
- Collaborative presentation for NRC in which the SRA walks NRC through a comprehensive presentation containing facts, analysis and interpretation of the customer satisfaction analytics. The continuous process of analysis helps NRC to understand site visitors better and to reveal actionable insights.
- Reports included with quarterly review:
 - Quarterly or Semi-annual summaries of the monthly reports
 - Segmentation analysis
 - Benchmark reports which include:
 - FCG team Government Benchmark
 - FCG team E-Government Satisfaction Index Benchmark
 - E-Commerce and E-Business Benchmarks
 - Federal E-Government Benchmark
 - FCG team Client Benchmark
 - Element-level Benchmarks
 - Functionality Benchmarks
 - Department Benchmarks (for departments with five or more measured sites)
 - Private Sector Benchmarks
 - Custom Benchmarks (when there are five or more sites in a particular category)

Session Replay on www.nrc.gov

This service enables the NRC web team to observe its site visitors' actual website experiences in the context of customer satisfaction analysis by tracking and recording mouse movements as they navigate the site. It also helps them drill down and segment NRC's online audience and view sessions to see how visitors really use the site and its features. Further, the NRC web team can share these sessions with key members of the NRC organization to provide a visual context for customer satisfaction analysis and verbatim comments.

NRC's web team is solely responsible for identifying NRC's web pages that may collect potentially secure information and not installing code on those pages so that recording can be blocked. NRC's web team may: (1) block all secure (https) pages, (2) block specific pages, or (3), in the event that NRC's web team collects no potentially secure information from its web users, allow all pages to be recorded by installing code on every page. The FCG team and the NRC's web team intend that no potentially secure information will be recorded, collected or

stored; however, if the FCG team determines that such potentially secure information was unintentionally captured, FCG shall purge all such data from its servers in the most thorough and efficient manner possible as determined solely FCG. NRC's web team understands that such purging may adversely impact its access to Session Replay. NRC's web team agrees to immediately notify the FCG team if it discovers any potentially secure information in the Session Replay recording.

Notwithstanding the client services just described, the NRC may contact the FCG team to discuss issues or questions on an as-needed basis.

MOD 2 - The service under this Agreement also includes one Premier Service Package as described below for m.nrc.gov (this is being moved from www.nrc.gov):

Comment Cluster Tool – This tool is a means to sort and analyze verbatim comments in ways that are meaningful to those involved in managing a website, including by satisfaction score, customer date ranges and/or keywords. NRC can quickly spot customer problems and issues while reviewing automatically generated clusters that are created by the tool. Data can be used to generate reports that can be shared with other team members or organizations via email or Excel.

Ad Hoc Tool – This tool provides ongoing access to data for self-directed analysis. In addition to access to aggregate data, this tool gives NRC a means to analyze data across multiple survey measures on the same website and the ability to perform analysis of distinct site visitor segments of interest. NRC can define the date range of the data to analyze. The tool also incorporates "and" and "or" logic between multiple questions to enable "drill down" analysis. The tool then generates reports for the audience segment or segments:

- Satisfaction Summary
- Trend Lines by Week and Trend Lines by Month
- Average Model Question Responses
- Model Question Distributions
- Single-Select Custom Question Distributions
- Multi-Select Customer Question Distributions
- Open-ended Question Responses
- Satisfaction Comparisons
- Question Distribution Crosstabs

Enhanced and Segmented Reports - For both, these can be tailored to the frequency and types of reports to meet the needs of different team members. For example, the web manager may want to receive daily Satisfaction Summaries, while the communications manager prefers to receive monthly open-ended comments.

Enhanced Reports are those that NRC can elect to receive at scheduled time intervals (e.g., weekly, monthly) up to daily, as a complement to monthly summary reports. Scheduling occurs at the beginning of the service term and the following reports are included:

- Satisfaction Summary

Priority Maps
Question Averages
Question Distributions
Trend Lines
Respondent Counts

Segmented Reports are those that NRC can elect to receive at scheduled time intervals (e.g., weekly, monthly) up to daily. These provide insights into audience segments of interest. Scheduling occurs at the beginning of the service term and the following reports are included:

Satisfaction Summary
Question Distributions
Open-Ended Comments
Satisfaction Comparison by Custom Question

Usability Audit Reviews (UARs) - 2

Upon identification of area of focus (based on Satisfaction analysis), NRC receives a usability compliance rating based on approximately 50 usability indicators, SWOT analysis and detailed review of top 10 usability violations.

Self-Service Package of tools includes the use of the Ad Hoc tool, the Comment Cluster tool and the Enhanced/Segmented Reporting as described above.

The AAP builds on the existing Online Portal with Ad Hoc segmentation capability and Comment Cluster Tool to improve organizational engagement, demonstrate website impact, and empower advanced in-house analysis. Organizational engagement is improved by making data more streamlined and focused in order to share with more stakeholders. The AAP helps demonstrate the impact of Satisfaction on the website by using 'what if' calculators to help with resource prioritization and other decision making. The AAP's extended capabilities facilitate in-house analysis at a higher level with a high frequency. Included are robust and flexible reporting functionality that allows for customization of reporting.

Detailed features and functionality are:

- Executive Dashboard Overview - 'Widgets' enable strategic performance view of selected key user segments/site sections (e.g., First time visitors)
- Improved User Interface Enhancements
 - Questions Tab Consolidation - Combines ACSI Model questions and Custom Question in one consolidated view
 - Multiple Data views - Applies to filtered and aggregate data view
 - Summary
 - Detail
 - Trend
- Advanced Trending and Filtering

- Dual Time Periods – Year over year, Quarter to quarter, etc. This is especially valuable when doing a pre/post analysis to see what impact site changes had on satisfaction.
- Dual Filters – For example, compare consumer against health professional, social media users to non-users, etc. This can also be used to compare visitors with low satisfaction to those with high satisfaction to uncover any differences in audiences.
- Advanced “What If” Calculators - Tools that help with planning, resource allocation, satisfaction increase, call deflection, etc.
- Reporting
 - User directed reporting facility that allows users to generate excel reports either on-demand or via subscription. Can be set up at an up-to daily frequency and by individual user.
 - On-Demand Reporting: Users can run reports easily with filters that were saved during previous portal visits.
 - Subscribed Reporting: Users can select the report and day/frequency of report delivery in addition to the report recipients.

4. SCOPE OF WORK (GOVDELIVERY):

A. BACKGROUND

The FCG team, including GovDelivery, shall collaborate with the management of NRC in setting up digital subscription options, identifying administrators of the digital subscription options, placing HTML links to GovDelivery features on the NRC website domains and providing hosting and management services in support of user profiles and subscriptions at GovDelivery’s facilities.

B. PROJECT PLAN

The FCG team shall provide a project plan within one week after finalizing a signed agreement that will contain major milestones and anticipated completion dates (assuming there are no government delays).

C. SETUP SERVICES

The FCG team will work with NRC administrators to identify content that administrators and project sponsors want to promote and distribute using e-mail and RSS feeds. GovDelivery’s web administration tools allow administrators easy access to the master database of e-mail and RSS feeds subscription options. The NRC has control of all subscription features and can add, subtract, or change subscription options at any time. The GovDelivery Account Manager will recommend placement of HTML links within the websites that will enable users to move seamlessly from each website to e-mail and/or RSS feeds subscription features.

D. APPLICATION HOSTING SERVICES

To minimize costs and increase convenience, GovDelivery is managed on highly-secure central servers. Hosting and maintenance services include:

- Management of all user profiles and subscriptions
- Management of all e-mail and RSS feeds subscription options related to NRC information
- Conduct outbound communications: manual emails at any time for emergencies, e-newsletters or one-time issues; change-driven email with link to new web page content, change-driven email containing new content in RSS feed; integrate internal systems directly with GovDelivery
 - Automated distribution of appropriate e-mails and RSS feeds to the public (95% of e-mails delivered in under 5 minutes; all e-mails sent within 30 minutes)
 - Management of all mass e-mailing issues including purging of invalid e-mail addresses (i.e., e-mail bounces)
 - Ability to send e-mails in all formats including HTML (i.e., with graphics) with unlimited attachments totaling a maximum of 2MB
 - Ability to send RSS feeds in the appropriate format
- Hosting of web-based tools
 - Ability to add or modify new e-mail and RSS feed subscription options and manage subscription lists
 - Robust online reporting
- Usage reporting
 - Subscriber numbers and click-through rates
 - User characteristics
- Regular technology upgrades to the application
- Reliable customer service, training, and account management
- Quarterly website evaluation including “best-practice” recommendations based on experience with other Federal agencies

5. PRIVACY AND OWNERSHIP

All content and associated information provided by the NRC and user information (e.g., email addresses) from NRC users submitted to the FCG team remain the property of the NRC. The user information will remain the sole property of the NRC. The FCG team shall have a license to use the user information only in order to provide services to the NRC. The FCG team never shares information gathered through these services with third parties for any purpose. This agreement will be executed in full compliance with the Privacy Act of 1974.

6. PERIOD OF PERFORMANCE:

This agreement may have a base year and four option years requiring mutual and annual agreement of the involved agencies, as well as notification and acceptance of potential fee changes. The dates of the subscription period are detailed below.

Base Period:	December 1, 2016 – November 30, 2017
Option Year 1:	December 1, 2017 – November 30, 2018
Option Year 2:	December 1, 2018 – November 30, 2019

Option Year 3: December 1, 2019 – November 30, 2020
Option Year 4: December 1, 2020 – November 30, 2021

7. COST:

The cost of this service is \$18,000.00 for the Premier Service Package, \$32,000.00 for all Full Service work related to twelve months of assessment and improvement support of the www.nrc.gov website and \$25,000.00 for the use of the Session Replay tool.

The cost of the GovDelivery service is \$63,000.00.

Total cost of services under this Agreement is \$138,000.00. This is a firm, fixed-price effort.

Below are estimates for the next 4 option years:

The cost of this service is \$18,000.00 for the Premier Service Package, \$32,000.00 for all Full Service work related to twelve months of assessment and improvement support of the www.nrc.gov website and \$25,000.00 for the use of the Session Replay tool. In addition, Mobile Subscription survey support of the m.nrc.gov website is also available as an option for \$22,500 annually.

The cost of the GovDelivery service is \$63,000.00.

Total cost of services under this Agreement is \$160,500.00 per year if all options are exercised. This is a firm, fixed-price effort.

8. RECORDS MANAGEMENT:

All deliverables to the NRC defined within this Agreement are Federal records owned by the NRC and must be managed by the FCG team as Federal records.

9. REDEPLOYMENT FEE:

If NRC re-deploys the ACSI survey code to another website, sub-site or application other than the one designated initially by the NRC point of contact, the term of service shall be continuous and remain as the number of months in the original subscription period. If re-deployment is supported by the FCG team, a re-deployment fee of \$3,000 will be charged. However, if the agency requires no support from the FCG team or support in transitioning to a new website, as in a relaunch of the website, then no redeployment fee will be charged based on the following conditions: 1) NRC will be responsible for moving code and performing any necessary tests. 2) The model, model questions, log, etc. will remain the same. 3) There will be no additional reporting or distinction between data based on the movement of code.

10. PAYMENT FOR SERVICES:

FCG provides services to other Federal Agencies through the use of an Interagency Agreement (IA). A copy of the IA is attached for reference and signature. The services shall commence once a fully executed IA has been completed by the customer agency and FCG. FCG will collect payment upon renewal, using the Intra-governmental Payment and Collection System (IPAC).

11. COMMUNICATIONS:

Questions related to the scope of work or changes to this agreement should be communicated to Luciana Adams, Project Manager, Federal Consulting Group, (202) 513-7679.

12. DURATION OF AGREEMENT/AMENDMENTS AND MODIFICATIONS/EFFECT OF AGREEMENT

This agreement will become effective when signed by all parties but may be amended at any time by mutual consent of the parties or renewed and extended in accordance with the option provisions of Article 6.

Either party may terminate this agreement by providing sixty days written notice to the other party. However, the party receiving service will be liable for the cost of any services provided prior to termination. If for any reason, this subscription service terminates through no fault of NRC prior to the delivery of twelve months of continuous measurement, NRC will be entitled to a pro rata refund for that portion of the subscription that has not been delivered.

This agreement is an internal Government agreement between the parties and is not intended to confer any right upon any private person or third party.

Nothing in this agreement will be interpreted as limiting, superseding or otherwise affecting either agency's normal operations or decisions in carrying out its statutory or regulatory duties. This agreement does not limit or restrict the Department of the Interior or NRC from participating in similar activities or arrangements with other entities.

13. DISPUTES:

Should disagreements arise on the interpretation of the provisions of this agreement or amendments and/or revisions thereto, that cannot be resolved at the operating level, the area(s) of disagreement shall be stated in writing by each party and presented to the other party for consideration. If agreement or interpretation is not reached within 30 days, the parties shall forward the written presentation of the disagreement to respective higher officials for appropriate resolution.

If a dispute related to funding remains unresolved for more than 30 calendar days after the parties have engaged in an escalation of the dispute, it will be resolved in accordance with instructions provided in the Treasury Financial Manual (TFM) Volume I, Part 2, Chapter 4700, Appendix 10, available at <http://www.fms.treas.gov/tfm/index.html>.

The Federal Consulting Group appreciates the opportunity to support the Nuclear Regulatory Commission (NRC), as you are a valued customer.